# PBS TeacherLine Facilitator Course Review

*This table provides the percentages of all learners who rated facilitator performance during the fall 2009 and winter 2010 course terms.*

# Cover Sheet

**Course Term:** Winter 2010

**Number of Learners:** 1,903 (786 provided complete data; 41.3% response rate)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Course climate and community building | | Excellent | Satisfactory | Needs improvement |
| The facilitator provided, modeled and/or enforced appropriate standards for learner behavior. | F 2009 | 86.0% | 12.8% | 1.0% |
| W 2010 | 79.1% | 19.1% | 1.7% |
| The facilitator created a safe and comfortable online learning environment. | F 2009 | 90.8% | 8.1% | 0.9% |
| W 2010 | 83.1% | 15.8% | 1.0% |
| The facilitator utilized effective techniques for communicating in a friendly way and remaining accessible to me. | F 2009 | 88.1% | 9.7% | 2.1% |
| W 2010 | 80.7% | 17.6% | 1.7% |
| Instruction | | **Excellent** | **Satisfactory** | **Needs improvement** |
| The facilitator strengthened my understanding of course concepts through various interactions (e.g. discussion boards, assessment feedback). | F 2009 | 78.4% | 17.6% | 3.8% |
| W 2010 | 74.0% | 22.8% | 3.1% |
| The facilitator utilized techniques for explaining concepts clearly and effectively. | F 2009 | 73.1% | 22.5% | 4.3% |
| W 2010 | 71.5% | 26.1% | 2.3% |
| Interaction and discussion facilitation | | **Excellent** | **Satisfactory** | **Needs improvement** |
| The facilitator encouraged a range of viewpoints in discussions. | F 2009 | 85.3% | 11.9% | 2.6% |
| W 2010 | 78.8% | 19.5% | 1.7% |
| The facilitator encouraged my continued interaction/engagement through the use of questions or comments. | F 2009 | 81.5% | 15.4% | 2.9% |
| W 2010 | 74.2% | 22.1% | 3.6% |
| The facilitator synthesized learner posts and stimulating ongoing discussion on the discussion boards. | F 2009 | 80.3% | 14.9% | 4.7% |
| W 2010 | 71.5% | 25.1% | 3.3% |
| The facilitator demonstrated high-quality written communication skills throughout the course. | F 2009 | 84.6% | 11.9% | 3.3% |
| W 2010 | 86.0% | 12.0% | 1.9% |
| Course organization | | **Excellent** | **Satisfactory** | **Needs improvement** |
| The facilitator coordinated and assisted my in understanding course requirements and procedures for working online. | F 2009 | 83.6% | 13.6% | 2.6% |
| W 2010 | 85.4% | 12.0% | 2.5% |
| The facilitator personalized the course to accommodate a range of learning styles. | F 2009 | 64.9% | 29.5% | 5.4% |
| W 2010 | 69.1% | 26.2% | 4.6% |
| The facilitator responded to my questions within 24 hours. | F 2009 | 87.4% | 10.4% | 2.1% |
| W 2010 | 91.1% | 7.4% | 1.4% |
| The facilitator remained sensitive to any difficulties that I had completing assignments or maintaining the course pace. | F 2009 | 82.0% | 15.2% | 2.6% |
| W 2010 | 84.5% | 12.8% | 2.5% |
| Implementation of assessments | | **Excellent** | **Satisfactory** | **Needs improvement** |
| The facilitator kept me informed of my progress during the course. | F 2009 | 85.5% | 12.6% | 1.7% |
| W 2010 | 88.5% | 9.9% | 1.4% |
| The facilitator provided detailed and thoughtful feedback about my performance in the course. | F 2009 | 82.2% | 13.1% | 4.5% |
| W 2010 | 84.2% | 12.8% | 2.8% |
| The facilitator provided constructive feedback about my performance in the course. | F 2009 | 82.9% | 13.3% | 3.6% |
| W 2010 | 84.6% | 12.2% | 3.1% |